



Woodstock Hospital

NEWSLETTER

DECEMBER
2024



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DISCOVER OUR 
NEW PROGRAMS

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MESSAGE from the President & CEO

As we approach the holiday season, there is a familiar hustle and bustle in the air, and it is here at Woodstock Hospital (WH), too!

In early December, we had the pleasure of hosting surveyors from Accreditation Canada, who assessed our commitment to quality and safety as part of the Accreditation process. While we await our final results, we already feel an immense sense of pride following the Accreditation Survey Team's preliminary findings. More than one surveyor mentioned that if they were seeking care, they would drive to Woodstock Hospital to receive it. This speaks volumes! I look forward to sharing the results with our community in the near future.

As you will see on the cover of this newsletter, we have introduced new programs that will help enhance care for patients in our community. This includes an Interventional Pain Management Program and an Outpatient Nephrology Clinic. Both services address critical areas of care: chronic pain management and kidney health.

Establishing new programs requires more than recruiting a skilled specialist and allocating space. It is a team effort that involves countless hours of preparation to ensure the right equipment, staff, and processes are in place.



Perry Lang, Woodstock Hospital President & CEO.

I want to thank everyone involved in helping to get these services up and running.

In the spirit of giving, I also want to remind our community that the Woodstock Hospital Foundation is raising funds for the Chemotherapy/IV Infusion Clinic renovation. This project will increase capacity, allowing us to offer life-saving treatments to more patients, right here in our community. You can read an update on the project on page 10.

Thank you for your continued support of Woodstock Hospital and the Woodstock Hospital Foundation. Wishing you a joyful holiday season, and I look forward to connecting with you in the New Year!

Perry

Welcome to our December Newsletter!

WH's newsletters are emailed to subscribers quarterly. The newsletters are our way of keeping our community informed about news and events happening at both the hospital and the Woodstock Hospital Foundation. All newsletters are archived on our website and can be found by [clicking here](#). If you want more immediate updates from the hospital, be sure to follow WH on Facebook, Instagram, LinkedIn, and Twitter.

NEW

Pain Management Program

A new Interventional Pain Management Program is now available at Woodstock Hospital.

The program, led by Dr. Heena Singh, officially began seeing referred patients on November 15th. Dr. Singh uses evidence-based procedures to target spinal and non-spinal pain sources, offering relief to those suffering from chronic pain where conservative pain management treatments have not been successful.

“Traditionally, Woodstock and Oxford County residents that needed interventional pain management had to travel outside our community to larger, tertiary hospitals,” shares Cindy Smart, Vice President of Patient Care and Chief Nursing Officer. “For people with chronic pain, travelling long distances and experiencing longer wait times just increases their overall discomfort. That’s why we are proud to be able to offer this service closer to home for these patients,” Cindy adds.



Dr. Singh (centre) is pictured with Jenn (far right), Director of Diagnostic Imaging (DI), and members of the DI and Surgical Services team.

With options like facet injections, epidural steroid injections, nerve blocks, joint injections and chronic migraine interventions, the program will help individuals find some relief from their pain, improving their overall quality of life.

The Interventional Pain Management Program runs Mondays and Fridays from 8:00 a.m. to 4:00 p.m. in the hospital's Diagnostic Imaging area.

To learn more about this new program, visit our website by [clicking here](#).



Perry, our President & CEO is pictured with Barb, a member of our Housekeeping team, and Kathy, our Chief Financial Officer.

Caught Caring Recognition

WH's Caught Caring Program is a way for staff, patients, and families to recognize individuals and teams who have gone above and beyond. Barb is part of the Housekeeping Department and was recently nominated.

"When she is cleaning patient rooms, she is very caring and chats with the patients while she is there. It's nice for the patients! Barb is always working hard to keep the unit clean and uncluttered." To submit a Caught Caring nomination, please email caughtcaring@woodstockhospital.ca

THANK YOU

for Your Feedback

The engagement phase of our hospital's strategic planning process has concluded, and we want to thank everyone who provided feedback by completing our survey either online or in person.

“We heard from over 650 staff members, 80 patients and families, along with over 800 community members,” shares Jennifer Lynch, Director of Strategic Planning, Community Engagement, and Patient Experience.

Jenn and Strategic Plan Steering Committee members also held engagement sessions at different locations, including the Diversity, Equity, Inclusion Action Coalition, Southgate Centre, the Library, retirement residences, and the Woodstock Farmers Market.

We heard from...

Over 650 Staff



45 Volunteers



30 Community Partners



80 Patients and Families



800 Community Members



Jenn, Director of Strategic Planning, Community Engagement, and Patient Experience at an engagement session at the Fanshawe College - Woodstock Campus.

“For some of the people I talked to, this was the first opportunity they had to learn about our programs and services,” adds Jenn. “It was nice to share initiatives and successes that we are proud of as an organization.”

We are excited to analyze the feedback collected from the surveys and look forward to unveiling our new three-year Strategic Plan to our community in the New Year.

HONOURING Retiring Employees



Bonnie West has retired as the Pension and Benefits Coordinator in the Human Resources Department, closing a remarkable 30-year career at Woodstock Hospital. The beginning of her career started in Switchboard and Patient Registration, with the last 23 years working in Human Resources. When asked what she enjoyed most about her work at WH, her answer was immediate and heartfelt.

“Helping people. My job allowed me to meet people when they are hired, assist them with updating their information as they added to their family, recognize their years of service, and guide them to retirement. Each an important milestone in a person's life.”

Bonnie is excited to spend more quality time with her two granddaughters and family. She looks forward to travelling more often and spending extended time at her trailer.

SUCCESSFUL

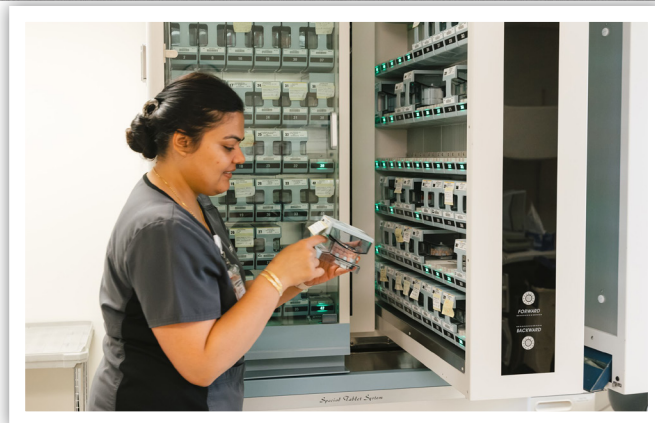
On-site Assessments

Pharmacy Accreditation

On May 8th, 2024, the Ontario College of Pharmacists conducted an on-site assessment of our Pharmacy, specifically evaluating our compounding of hazardous medications for the Chemotherapy/IV Infusion Clinic. The team was impressed with the pharmacy's drug diversion surveillance and their feedback to other departments on safe medication management.

Laboratory Accreditation

From September 24th to 26th, 2024, our Laboratory underwent a rigorous assessment against 426 standards set by the Institute for Quality Management in Healthcare (IQMH). The standards were related to organizational structure, safety, equipment and supplies, and more. We are thrilled to share that our Laboratory demonstrated compliance with 99% of the standards.



Pinkpreet, Pharmacy Technician at WH.

Hospital Results - Coming Soon!

Woodstock Hospital underwent an on-site survey by Accreditation Canada on December 2nd, 3rd, and 4th. The surveyors held sessions with our teams, including our community partners and Patient and Family Advisory Council. They also toured our departments, engaging with staff, patients, and families. We look forward to sharing the final results of our Accreditation Survey with you soon.

EARLY

Detection of Breast Cancer

On October 8th, 2024, Ontario's Ministry of Health announced that women aged 40 and over can now self-refer for mammograms through the Ontario Breast Screening Program (OBSP). Previously, the program was available only to women aged 50 and over unless they had a referral from a primary care provider.

Now, women in their 40's can take proactive steps in their breast health without needing a referral.

Early detection can make a lifesaving difference in breast cancer outcomes. Studies show that early detection significantly improves survival rates. For example, the five-year survival rate for those diagnosed at stage one is nearly 100%, compared to less than 30% for those diagnosed at stage four.

Woodstock Hospital is a proud affiliate site of the OBSP. Our mammography services are available Monday through Friday from 8:00 a.m. to 4:30 p.m. If you're ready to book a mammogram, call us at 519-539-7838.

SAFETY

Huddles, a New Initiative!

WH has implemented a new initiative that empowers staff to openly discuss safety concerns and quality improvement ideas.

Safety huddles are short, focused meetings where staff gather to address potential safety issues in their department. This helps to foster a culture of transparency, continuous improvement, and shared accountability for resolving safety concerns.

“Staff are already reporting that they feel a greater sense of comfort in raising and resolving issues collaboratively,” shares Nicole Felker, Clinical Educator and Quality and Risk Specialist. “Our staff are the subject matter experts in their work. Safety huddles allow them to share their insights and expertise, identify issues, and work together to find solutions.”

During these meetings, any concern a staff member raises is documented as a “ticket,” which the team then decides to address



Staff in the Emergency Department review the safety huddle board with Jaime, Registered Nurse/Clinical Educator.

immediately, investigate further, or table for future action. This process promotes joint accountability among team members, who share the responsibility of resolving the issue raised.

“When a ticket is resolved, our staff feel a sense of pride and ownership, knowing they have helped enhance the workplace for their colleagues, patients, and visitors,” Nicole adds.

Woodstock Hospital thanks our dedicated staff, who actively participate in these huddles and are committed to enhancing safety for everyone at WH.

PRACTICE

Makes Perfect

At Woodstock Hospital, regular emergency response training ensures staff are well-prepared for any situation.

In September, the hospital conducted a tabletop Code Silver exercise, simulating a scenario where an individual on the property has a weapon. Staff in each department met with their managers to review their

roles and responsibilities and enhance their knowledge about what to do in this situation.

In November, the hospital partnered with the Woodstock Fire Department for its annual fire drill, simulating a fire on the Maternal Child/Women’s Health Unit. To make the drill more realistic, volunteers, staff, and Patient & Family Advisors acted as mock patients. The drill was a success, with all mock patients and staff evacuated under the time allotted by fire safety standards.

KIDNEY

Care Close to Home

Woodstock Hospital is pleased to announce the opening of a new Outpatient Nephrology Clinic. This is a welcomed addition to our existing satellite Dialysis Clinic. Dr. Salman Mahmood, an experienced Nephrologist with advanced training in glomerular diseases and home dialysis therapies, leads the clinic.

“Our new Outpatient Nephrology Clinic brings care closer to home for patients managing chronic kidney conditions who need ongoing support with medication and lifestyle changes,” says Cindy Smart, Vice President of Patient Care and Chief Nursing Officer. “This service also ensures that hospitalized patients can access specialized follow-up care quickly.”

The Outpatient Nephrology Clinic will address a wide variety of needs, including managing renal stones and persistent



Dr. Mahmood (centre) is pictured with Cindy, VP of Patient Care & CNO and Mike Holcombe, Manager of Respiratory Therapy

electrolyte disorders, assistance with medication management after acute kidney injury, and hereditary kidney diseases like polycystic kidney disease. The clinic also offers specialized diabetes management tailored for patients with chronic kidney disease (CKD).

Located on the main level near the Diagnostic Imaging registration desk, the clinic will operate every Tuesday from 8:30 a.m. to 4:00 p.m. A physician referral is required to book appointments at the clinic.



It's the Most Wonderful Time of the Year!

The Woodstock Hospital Foundation's 12 Days of Winning is happening all month long, with exciting Early Bird prizes sponsored by some of our fantastic community partners. If you haven't purchased tickets yet - don't delay! In December 2023, we celebrated our largest 50/50 jackpot since the Woodstock Hospital Foundation began the online draw. It was just over \$194,000.

50/50 tickets also make great stocking stuffers. All you have to do is select the number of tickets you want to buy, click on the box, "Are you buying for someone else or as a group?" and enter the name of the gift recipient. Then, enter your information as the purchaser. Lastly, you can choose to either enter in your email if you want to give the tickets at a future date, or their email if you want them to be notified of your gift right away.

[Click here](#) to purchase your stocking stuffers today.

UPDATE

on the New ERP System

Woodstock Hospital's Materials Management Department ensures that everything needed for patient care and hospital operations is always available. From medical supplies like masks, gowns, and gloves to housekeeping essentials such as cleaning agents and disinfectants, the department manages a wide range of critical resources.

"The new Enterprise Resource Planning (ERP) system, Oracle Fusion, allows us to eliminate paper requisitions and transition to electronic ordering," explains Kerry Leroux, Director of Materials Management. "We can now combine multiple vendors or departments into a single order, saving time for everyone involved."

The first phase of the Oracle implementation went live on November 1, 2024, focusing on transitioning our Supply Chain and Finance Department to the new system. While this project may not be visible to patients and visitors, it already delivers significant efficiencies across the hospital.

"While we are still in the early stages of using the new system, we are confident it will help



Kerry (right) is pictured with Cassie, Procurement Specialist and ERP Lead from Materials Management.

us secure the best value and availability of products to support patient care. That's the most important aspect of this change for us," says Kerry.

The Finance Team also worked tirelessly to prepare for the transition to Oracle by mapping out new workflows, training, and testing new processes.

"Oracle Fusion provides us with the opportunity to streamline processes and integrate administrative data by bringing it all into a single cloud-based system," says Betty Lamers, Director of Finance.

The second phase of the project is set to roll out in the New Year, bringing Payroll and Human Resources into the Oracle system.

HONOURING Retiring Employees



John Schram is celebrating a well-deserved retirement after an impressive 34-year career at Woodstock Hospital. Over the years, John wore many hats, working as a Porter, Orderly, Janitor, and Housekeeping Aide, before retiring as the Housekeeping Supervisor.

Reflecting on his time at WH, John shared, "I will miss all the great people I've met throughout my career. The people you work with make all the difference."

John looks forward to moving up north and enjoying plenty of fishing, fishing, and you guessed it, even more fishing! Wishing you a happy retirement, John!

MESSAGE from the Woodstock Hospital Foundation



Jocelyn Jenner,
Senior Development
Officer, WH Foundation

In November, we had the privilege of working with Nora, one of our dedicated patient advisors, to create materials for our fundraising campaign in support of the Chemotherapy/IV Infusion Clinic. You may have heard Nora's voice on Heart FM talking about her experience in our clinic. If not, let me tell you a little about her.

Nora has been a cancer fighter for 12 years. She shared that those three words, "You have cancer," changed her life forever. With the support of WH's Chemotherapy Clinic, Nora is receiving the treatments she needs close to home. Most recently, she celebrated her 200th treatment with staff and patients in the temporary clinic space set up in Vision Hall.

Another item we collaborated on with Nora was a letter to our donors sharing her journey, along with exciting updates regarding the transformation of the clinic. While we were fortunate to mail out the letter just before the postal strike, we understand you may now be wondering how to get your donation to us. Please consider donating online using the link provided below. We also have a new option of e-transferring the Foundation using the email foundation@woodstockhospital.ca, or you can call us at 519-421-4226.

I'm excited to share that we are just over halfway to our \$3 million fundraising goal. Every donation will help ensure that patients, like Nora, can receive care close to home. Please [click here](#) to make a secure online donation today.

On behalf of the Woodstock Hospital Foundation, thank you for continuing to support local healthcare. Wishing you and your loved ones a wonderful holiday season,

Jocelyn



The Woodstock Hospital Foundation Board recently toured the Chemotherapy/IV Infusion Clinic space to receive an update on the renovation from Ryan, Project Manager, and Chris, Director of Capital Projects.

CHEMOTHERAPY CLINIC

Update on Renovation

There is a thrill that comes with an extensive renovation project. Tearing down an outdated space and working together to build something new.

If you walk past our Chemotherapy/IV Infusion Clinic, you will see a barricade in place, covered in virtual renderings of what the future of cancer care will look like at Woodstock Hospital. Behind the scenes, tools hum with excitement and in the hallways, the buzz of anticipation among our staff, patients, and visitors is also apparent.

“We share everyone’s excitement,” says Ryan Wood, Project Manager. “Our team in Capital Projects is particularly excited about the wave ceiling design and the wall that will feature the victory bell for patients to ring at the end of their treatment. It will be a focal point in the design.”

Ryan explains the wave design symbolizes movement, transition, and progression through the treatment journey. “Waves remind us that we must learn to navigate

life’s ups and downs as they come,” he adds.

Other features include floor-to-ceiling windows that flood the space with natural light and a more patient-focused layout. The new design groups treatment pods in clusters of four, offering greater privacy compared to the previous open-concept space.

Most importantly, the renovation will increase capacity, enabling more patients to receive cancer treatment closer to home. The design also ensures a comfortable space for care partners to support patients during treatment.

“With framing complete, we are now working on mechanical and electrical rough-ins before starting drywall,” Ryan shares. “We’re on track for completion by next spring or early summer.”

To learn more about the renovation of our Chemotherapy/IV Infusion Clinic and support this transformative project, [click here](#).



Virtual Rendering of Wave Ceiling Design



Virtual Rendering of Victory Bell

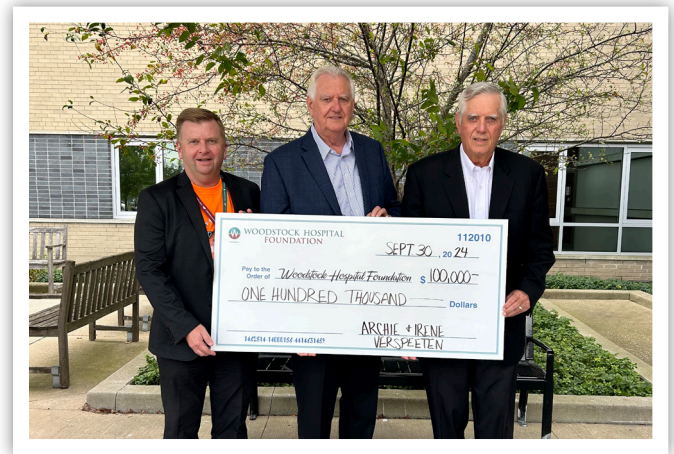
THANK YOU

Verspeeten Family

The Verspeeten family's legacy of generosity continues to elevate cancer care in communities across Southwestern Ontario, impacting countless patients and families.

Following their historic \$20 million donation to London Health Sciences Centre, which renamed its cancer centre as the Verspeeten Family Cancer Centre, the family's generosity has also extended to Woodstock Hospital. Their recent \$100,000 contribution will help renovate and expand our Chemotherapy/IV Infusion Clinic, creating additional space and comfort for those undergoing treatment.

Brian Verspeeten shared how cancer has affected their family. "Our mom, Irene, and our brothers, Alan and Ron, all faced the difficult journey of cancer and chemotherapy. Alan and Ron received part of their treatments at Woodstock Hospital, and we're incredibly grateful for the convenience of having this care nearby."



Brian and Dennis Verspeeten pictured with Perry.

The renovation will allow Woodstock Hospital to increase its capacity and improve the patient experience with a more comfortable, thoughtfully designed layout. "We hope that patients undergoing chemotherapy will find comfort in the improvements made possible by this donation," Brian added.

In honour of their father, Archie, who believed that "no one was too young or too old to make a difference," the Verspeetens carry forward his values by investing in healthcare facilities that improve the health and well-being of everyone in the community.

GRATEFUL

for Community Support

We are grateful to Dortmans Bros. Barn Equipment for their \$500 donation to the Woodstock Hospital Foundation. This contribution will support the ongoing renovation of our Chemotherapy/IV Infusion Clinic.

Thank you Dortmans Bros. Barn Equipment! Your continued support over the years has made a meaningful impact on our hospital and the community we serve.



Photo provided by Dortmans Bros. Barn Equipment

THANK YOU

Charles Wilson

If you are part of the farming community in Oxford County, you have likely heard the name Charles Wilson.

Charles was born in Holbrook, just a mile from where he lives today. On December 11th, he celebrated his 100th birthday.

“My mom and dad were pig and dairy farmers,” shares Charles’ daughter, Brenda. “My dad still lives on the farm that my mom’s family-owned. They were dairy farmers, too.”

Brenda started working at Woodstock Hospital in 1969 as a student and officially joined the organization in 1971. She remembers her dad supporting her from the start. “My dad paid \$40 for me to take my x-ray technician exams,” she says. “He told me I’d have to pay him back \$80 if I failed. That was all the incentive I needed.”

Brenda retired in 2008 after years in the hospital’s x-ray department but stayed connected by volunteering. She joined the Auxiliary until it disbanded in 2018 and then volunteered in the gift shop until the COVID-19 pandemic.

“My parents started donating to Woodstock Hospital when I was fundraising with the Auxiliary. They saw how much work was happening and wanted to help support the equipment we purchased each year.”

-Brenda Wilson



Picture of Charles with his late wife, Leola Wilson.

Charles has continued to show his generosity, most recently giving \$60,000 to help renovate the Chemotherapy/IV Infusion Clinic.

“My mom, Leola, was diagnosed with colon cancer in 2015 and passed away in 2017,” says Brenda. “That inspired my dad’s recent gift to the Woodstock Hospital Foundation to support the Chemotherapy Clinic renovation. He wants to make sure patients can get the care they need close to home.”

We are grateful to Brenda for sharing her family’s story and to Charles for his incredible support of Woodstock Hospital.

If you would like to learn more and are considering a gift in support of our Chemotherapy/IV Infusion Clinic renovation, please [click here](#) or call the Woodstock Hospital Foundation at 519-421-4226.



DECEMBER 50/50 DRAW

DEC

GRAND PRIZE

31

AT 10:00 AM



Buy your tickets today!

[CLICK HERE](#)

Lottery Licence #RAF1435822

